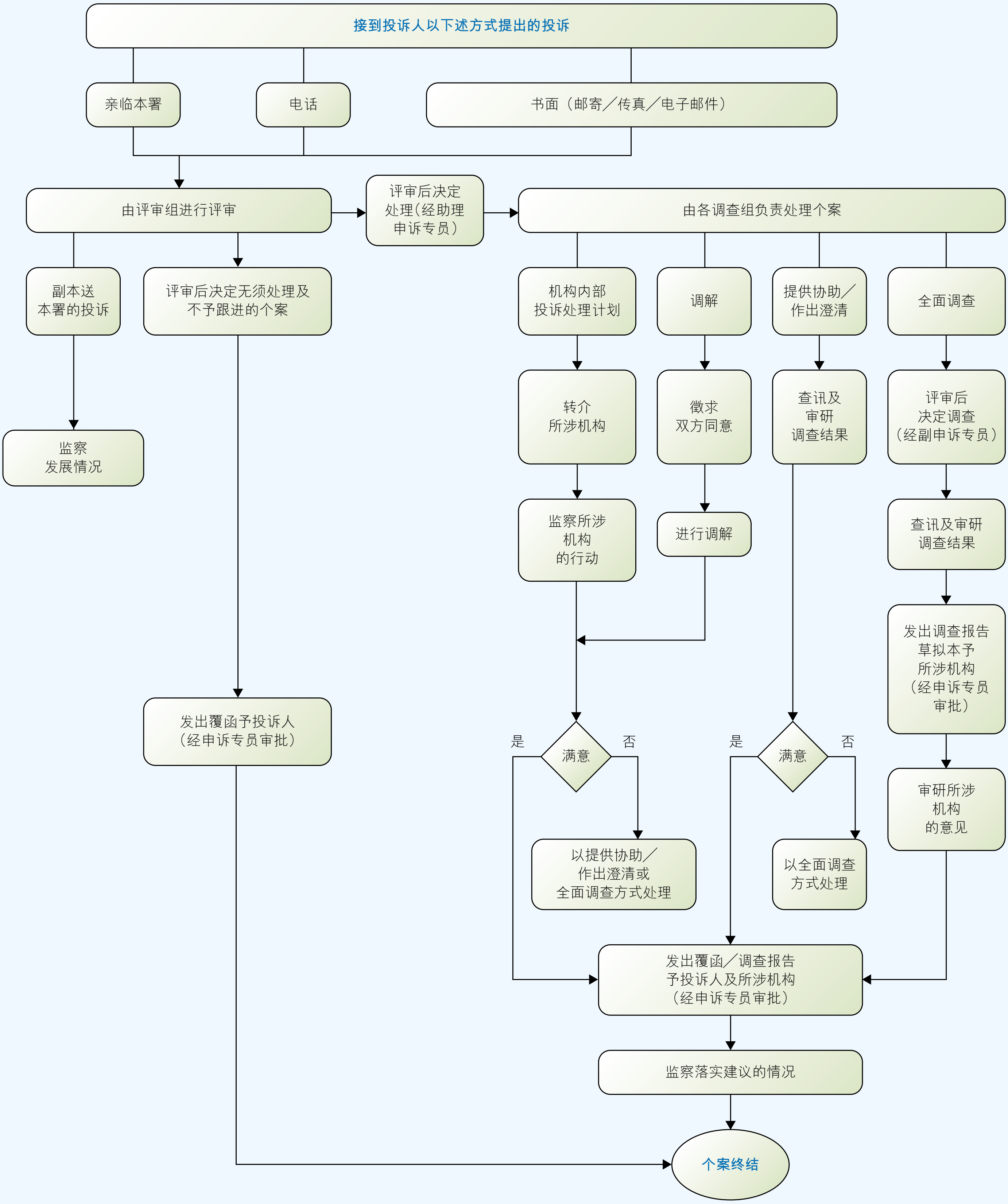
附件 10

处理投诉流程图